

**In order to protect the proprietary and private information about our customers, Audio-Video Corporation dba A-1 Communications establishes this company policy regarding customer information -**

- 1) No customer information in any form is to be removed from the Audio-Video corporate offices by employees or others. This includes computer printouts, handwritten information or notes, copies of files or documents in any electronic form and verbal transmission of customer information to persons who are not direct employees of Audio-Video Corporation.
- 2) The notes a salesperson may make about a customer, number of pagers in use and pager numbers to assist in a sale must be returned to the Audio-Video office and re-filed or shredded. If, for example, a salesperson is making a sales call to Texas Tech to discuss adding more pagers for Texas Tech, the salesperson may need to take information on the number of pagers already in service in each department at Tech and the range of telephone numbers in use. This information is to be shared only with the customer who is using those telephone numbers. At the completion of the sales call, the information is to be returned to the office and re-filed or shredded.
- 3) Employees are to closely guard customer lists, contact information, telephone numbers, pager cap code lists and all other customer information both proprietary and public to prevent any information from being removed from our offices by non-employees either by accident or on purpose.
- 4) Internal documents, notes made when customers call in and anything containing customer names and telephone numbers must be shredded at the end of the business day.
- 5) Disconnected or inactive customer files are to be retained for 3 years, then shredded. Disconnected or inactive customer files are never to be placed in the trash.
- 6) Customer database printouts are to be shredded when replaced by newer printouts.